

**“SERVING DIVERSE COMMUNITIES & ADVANCING RACIAL EQUITY”
WEBINAR TRANSCRIPT**

**EXPANDING CALFRESH TO SSI RECIPIENTS: ACCESS FOR ALL GUEST
SPEAKER SERIES**

REMOTE BROADCAST CAPTIONING

THURSDAY, APRIL 04, 2019

1:00 P.M

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>> THE BROADCAST IS NOW STARTING. ALL ATTENDEES ARE IN LISTEN-ONLY MODE.

>> GOOD AFTERNOON. WELCOME TO THE FIFTH AND FINAL WEBINAR IN OUR ACCESS FOR ALL GUEST SPEAKER WEBINAR SERIES AS WE GET CLOSER TO EXPANDING ELIGIBILITY TO SSI RECIPIENTS. MY NAME IS JESSICA COOPER. I AM THE PROGRAM MANAGER OVER THE CALFRESH OUTREACH UNIT AT THE CALIFORNIA DEPARTMENT OF SOCIAL SERVICES. THIS PROGRAM EXPANSION MARKS A HISTORIC MOMENT FOR CALIFORNIA AND WILL SIGNIFICANTLY INCREASE THE NUMBER OF CALIFORNIANS ELIGIBLE FOR CALFRESH FOOD ASSISTANCE. AS WE PREPARE FOR THIS CHANGE, THIS IS A GREAT OPPORTUNITY TO SPEND SOME TIME THINKING ABOUT HOW WE CAN TRULY MAKE CALFRESH FOOD BENEFITS ACCESSIBLE TO ALL AND DEVELOP A BETTER UNDERSTANDING OF WHAT IT MEANS TO SERVE A DIVERSITY OF CLIENTS. THE INTENT OF THIS WEBINAR SERIES IS TO PROVIDE A PLATFORM FOR A RANGE OF GUEST SPEAKERS TO ADDRESS A TOPIC OF MAKING CALFRESH ACCESSIBLE FOR ALL. TODAY'S WEBINAR PRESENTATION IS ABOUT SERVING DIVERSE COMMUNITIES AND ADVANCING RACIAL EQUITY. WE HOPE THAT YOU GET AT LEAST ONE NUGGET OF NEW INFORMATION, A NEW PERSPECTIVE, OR A NEW WAY OF THINKING ABOUT HOW YOU CAN MOST EFFECTIVELY DO YOUR WORK EACH DAY. WE THEN HOPE THAT YOU CAN INCORPORATE THESE LESSONS LEARNED INTO YOUR PRACTICE AS WE WAIT TOWARDS THE JUNE 1, 2019 IMPLEMENTATION. WE ARE JOINED TODAY BY A TERRIFIC GUEST SPEAKER, DR. FLO, WHO IS THE SENIOR DIRECTOR OF

POLICY AT THE PUBLIC HEALTH ADVOCATES. LET'S GIVE EVERYONE A QUICK REFRESHER ON THE POLICY CHANGE. NEXT SLIDE, PLEASE. TODAY'S WEBINAR WILL BE IN LISTEN-ONLY MODE, WHICH MEANS YOU CAN HEAR US THROUGH YOUR TELEPHONE OR THROUGH YOUR COMPUTER BUT NOTE THAT ALL LINES WILL BE MUTED DURING THE PRESENTATION. WE ARE HAPPY TO BE OFFERING LIVE CLOSED-CAPTIONING FOR PEOPLE WITH HEARING CHALLENGES BY CLICKING THE LINK SHOWN ON YOUR SCREEN AND, WE WILL UPLOAD CLOSED-CAPTION VERSIONS OF EACH WEBINAR TO OUR WEB PAGE AT WWW.CDSS.CA.GOV/CALFRESHSSI. THIS BRINGS ME TO THE NEXT DETAIL. HOW DO YOU ASK QUESTIONS? NEXT SLIDE, PLEASE. YOU CAN ASK QUESTIONS BY USING A QUESTION FEATURE ON THE RIGHT SIDE OF YOUR SCREEN. FOR TODAY'S PRESENTATION, WE WON'T BE ANSWERING QUESTIONS LIVE, BUT YOU CAN SUBMIT QUESTIONS ANYTIME DURING THE PRESENTATION AND RESPONSES WILL BE PROVIDED TO ALL RECIPIENTS AFTER THE WEBINAR. RESPONSES WILL ALSO BE POSTED ON THE WEBSITE ALONG WITH A RECORDING OF TODAY'S PRESENTATION. NEXT SLIDE, PLEASE. IF YOU MISSED ANY OF THE PREVIOUS WEBINARS OR WANT TO DOWNLOAD COPIES OF THE MATERIALS, VISIT OUR WEBSITE SHOWN ON SCREEN AT WWW.CDSS.CA.GOV/INFORESOURCES/CALFRESHSSI/TRAINING. NEXT SLIDE, PLEASE. BEFORE I TURN IT OVER TO OUR GUEST SPEAKER, LET'S PROVIDE EVERYONE WITH A QUICK REVIEW OF THE UPCOMING POLICY CHANGE THAT WILL EXPAND CALFRESH ELIGIBILITY. THE CASH-OUT POLICY STARTED IN 1974 WHEN THE FEDERAL GOVERNMENT BEGAN THE COMBINED

FEDERAL IN-STATE SSI/SSP PROGRAM -- INSTEAD OF ADMINISTERING WHAT WOULD THEN BE KNOWN AS THE FOOD STAMP PROGRAM. CALIFORNIA OPTED FOR THIS CASH-OUT POLICY AND INCREASED THE MONTHLY SSP GRANT BY \$10. BACK THEN, THIS CHANGE MADE SENSE. THAT AMOUNT WAS ROUGHLY EQUIVALENT TO THE AVERAGE FOOD STAMP BENEFIT, AND IT WAS AN EFFICIENT WAY TO PROVIDE FOOD BENEFITS TO THE ELIGIBLE POPULATION. UNDER THE CASH-OUT POLICY, SSI RECIPIENTS HAD BEEN INELIGIBLE FOR CALFRESH BENEFITS BECAUSE, IN THEORY, THEY WERE ALREADY RECEIVING A VALUE OF CALFRESH BENEFITS WITHIN THEIR SSP GRANT. THE CHALLENGE IS THAT OVER TIME, THE VALUE OF CALFRESH BENEFIT HAS INCREASED WITH THE RATE OF INFLATION, WHILE THE SSI AMOUNT HAS REMAINED FLAT AT \$10 AND HAS LOST RELATIVE VALUE. THIS MEANS THAT MANY SSI RECIPIENTS WHO ARE LIVING ON A VERY LIMITED BUDGET ARE LIKELY TO HAVE A NET -- BUT ARE UNABLE TO APPLY FOR CALFRESH FOOD ASSISTANCE. LAST SUMMER -- AND PUT THE WHEELS IN MOTION TO ALLOW PEOPLE IN CALIFORNIA WHO ARE RECEIVING SSI/SSP TO APPLY FOR CALFRESH FOOD BENEFITS ON OR AFTER JUNE 1, 2019. IT'S IMPORTANT TO REMEMBER THERE WILL BE NO CHANGE TO THE COMBINED SSI/SSP BENEFIT AMOUNT AS A RESULT OF THIS POLICY CHANGE. THIS PROVIDES AN OPPORTUNITY FOR AFFECTED HOUSEHOLDS TO INCREASE THEIR TOTAL BUDGET WITH MONTHLY FOOD ASSISTANCE. NEXT SLIDE, PLEASE. AND WITH THAT, I HAVE THE PLEASURE OF INTRODUCING OUR GUEST SPEAKER FOR TODAY, DR. FLO, WHO IS THE SENIOR DIRECTOR OF POLICY FOR THE PUBLIC HEALTH

ADVOCATES. WELCOME, AND THANK YOU FOR SHARING WITH US TODAY.
WITH THAT, I'LL HAND IT OVER TO YOU.

>> THANK YOU SO MUCH. I REALLY APPRECIATE THAT. THE OVERVIEW THAT YOU PROVIDED OF THE CONTEXT FOR THIS IS INCREDIBLY IMPORTANT, SO THANK YOU FOR DOING THAT PART, AS WELL. WE ARE A STATEWIDE ORGANIZATION THAT FOCUSES PRIMARILY ON CITY AND STATE AND COUNTY APPROACHES TO HOW WE CAN IMPROVE HEALTH, AND WE THINK ABOUT THIS FROM A POLICY STANDPOINT. ONE OF THE THINGS THAT WE FOCUS A LOT ON IS EQUITY APPROACHES. WE LOOK AT BIG "P" POLICY AS WELL AS LITTLE "P" POLICY AND THINK OF THE WAYS WE CAN SHIFT OUR LENS SO WE CAN ENGAGE WITH ALL OF THE WAYS WE INTERFACE WITH OUR COMMUNITIES AND MORE TOWARDS WELLNESS. WITH THAT, I'M GOING TO MOVE YOU TO THE NEXT SLIDE. SO WHEN WE'RE THINKING ABOUT THIS, WHAT DOES HEALTH EQUITY LOOK LIKE? I'M SURE EVERYBODY HERE IS FAMILIAR WITH THESE VARIOUS PEOPLE ATTENDING A BASEBALL GAME AND, YOU KNOW, THE IDEA THAT EQUALITY IS GIVING EVERYBODY THE EXACT SAME THING, SORT OF IRRESPECTIVE OF THE OUTCOME. WE'RE TRYING TO FOCUS ON AN OUTCOME. WHAT DOES IT LOOK LIKE WHEN WE GIVE PEOPLE -- SO WE CAN MEET THEIR NEEDS? AND IN THIS CASE, THE NEED BEING THE ABILITY TO SEE THE BASEBALL GAME. BUT SOME PEOPLE HAVE TAKEN THIS A STEP FURTHER AND TALK ABOUT, WHAT IS LIBERATION? LIBERATION IS THINKING ABOUT HOW DO WE REMOVE BARRIERS SO THAT PEOPLE ARE ABLE TO SEE THE GAME? INSTEAD OF FOCUSING ON THE STACKING OF BOXES, WE THINK

ABOUT WHAT WERE THE STRUCTURAL BARRIERS IN THE FIRST PLACE THAT MADE IT DIFFICULT FOR SOME PEOPLE TO SEE THE GAME AND OTHERS NOT TO. AND THE THING, THOUGH, THAT THOSE OF US ROOTED IN PUBLIC HEALTH ALWAYS HAVE TO THINK ABOUT IS, WHAT IS THE REALITY? THE REALITY IS THAT WE MAY NOT EVEN BE STANDING ON A LEVEL PLAYING FIELD AND THAT THERE -- IT MAY NOT JUST BE THAT THE SHORTEST PERSON CAN'T SEE OVER THE FENCE, BUT ALSO THAT THEY'RE DUG INTO A DITCH. EVEN IF WE WERE TO REMOVE THOSE BARRIERS -- IT MAY BE JUST THAT THE TALLEST PERSON ISN'T ABLE TO SEE OVER THE FENCE BUT IS STANDING ON MANY, MANY PLATFORMS THAT GIVES THEM NOT JUST A VIEW BUT THE BEST VIEW. WHEN WE THINK ABOUT EQUITY, THAT MEANS THAT WE HAVE TO BEGIN TO THINK ABOUT WHAT THIS LOOKS LIKE FOR OUR DIFFERENT INTERSECTIONS. I'LL TALK MORE ABOUT INTERSECTIONS LATER. BUT JUST TO NAME A FEW, WHEN WE THINK ABOUT SOMEONE'S PHYSICAL ABILITY, THIS SET OF PICTURES TAKES ON A VERY DIFFERENT CONTEXT IF YOU START TO THINK ABOUT, IS THIS A FAMILY OF DIFFERENT AGES, RIGHT? AND SO THE YOUNGEST PERSON NOT ONLY IS THE -- OR THE SHORTEST PERSON MAY NOT ONLY BE THE SHORTEST BUT ALSO MAY BE THE YOUNGEST. AND SO THEY MAY HAVE MANY ADDITIONAL NEEDS THAT ARE NOT CAPTURED JUST WHEN THINKING ABOUT HEIGHT. IF THEY WERE THINKING ABOUT THIS BEING A VERY SMALL CHILD, THEY MAY NOT BE INTERESTED IN WATCHING THE WHOLE TIME. REALLY BEGINNING TO THINK, WHAT DOES EQUITY LOOK LIKE? IF WE THINK ABOUT IT FROM ANOTHER ONE OF OUR IDENTITIES IN TERMS OF

SEXUAL ORIENTATION, THIS GROUP OF PEOPLE, WITHOUT THEM BEING AT DIFFERENT DEVELOPMENTAL LEVELS, THEY ARE ALL DIFFERENT. THESE ARE ALL ADULTS WHO ARE ALL COMING TO THE TABLE, BUT THEY ARE DIFFERENT HEIGHTS. SO HOW DO WE APPROACH THINGS WHEN PEOPLE ARE JUST DIFFERENT AND WE NEED TO RESPECT THOSE DIFFERENCES? AND THOSE DIFFERENCES DON'T NECESSARILY COME WITH AN AGE OR A DEVELOPMENT OR SOMETHING LIKE THAT. AND WHEN WE THINK ABOUT RACISM, LOOKING AT THIS EXACT SAME PICTURE, WE HAVE TO ASK OURSELVES OTHER QUESTIONS, ESPECIALLY WHEN WE'RE LOOKING AT THE REALITY. IS THIS A GROUP OF PEOPLE WITH SOME GROWTH STUNTING FROM DEPRIVATION? THE PERSON IN THAT DITCH, THAT DIDN'T HAPPEN BY HAPPENSTANCE. WHAT DOES EQUITY BEGIN TO LOOK LIKE WHEN SOME OF THE REASONS WHY THEY'RE AT DIFFERENT HEIGHTS IN THE FIRST PLACE WAS DONE INTENTIONALLY, WAS DONE BY SYSTEMS OF OPPRESSION? AND SO HOW DO WE MAKE IT POSSIBLE FOR PEOPLE TO SEE THE GAME, BUT HOW DO WE THINK ABOUT THE HISTORY THAT MADE IT DIFFICULT FOR THEM TO SEE THE GAME BOTH IN TERMS OF THE STRUCTURE OF THE FENCE AND ALSO THEIR POSITIONING BUT EVEN THE IMPACT THAT IT'S HAD ON THEM IN TERMS OF THEIR ABILITY TO FUNCTION? THAT'S WHAT MAKES EQUITY A REALLY CHALLENGING TOPIC TO TALK ABOUT BUT SOMETHING WE HAVE TO ENGAGE IN BECAUSE WE HAVE TO RECOGNIZE BOTH HOW WE'RE APPROACHING THIS FROM OUR OWN PERSPECTIVE BUT ALSO THE DIFFERENT WAYS WE NEED TO THINK ABOUT HEALTH EQUITY BEYOND WHAT MAY BE OBVIOUS TO US. NEXT

SLIDE. SO WHEN WE'RE THINKING ABOUT HEALTH INEQUITY, WE'RE THINKING ABOUT AN UNJUST DIFFERENCE IN HEALTH AND ILLNESS. IT'S IMPORTANT THAT WE DISTINGUISH THIS FROM HEALTH DISPARITY, BECAUSE NOT ALL HEALTH DISPARITY RESULTS FROM INEQUITY. IT'S IMPORTANT THAT WE'RE TALKING ABOUT THE ONES THAT ARE BASED ON MEMBERSHIP IN AN OPPRESSED GROUP OR EVEN, YOU KNOW, WITH HISTORICAL OR ONGOING RESTRICTED ACCESS TO SOCIETAL RESOURCES. WE MEAN BOTH SOCIETAL STANDINGS BUT ALSO TANGIBLE AND PHYSICAL RESOURCES. THE BIG THING TO REMEMBER IS, THIS IS NOT NATURAL. THIS IS THE NOT WAY THINGS SHOULD BE. WHAT WE'RE REALLY LOOKING AT WHEN WE'RE TALKING ABOUT HEALTH INEQUITY IS AN INJUSTICE. WE ARE TRYING TO RIGHT AN INJUSTICE. THIS MAKES THIS A SOCIAL-JUSTICE ISSUE. SO WHEN WE'RE THINKING ABOUT THESE NEW APPROACHES TO TACKLE THE ROOT CAUSES OF HEALTH INEQUITY, WE HAVE TO THINK ABOUT THE POWER OF A NARRATIVE. WE HAVE TO THINK ABOUT THE SOCIO- ECOLOGICAL MODEL COMPARED TO THE MEDICAL MODEL. SO THE SOCIO-ECOLOGICAL MODEL SAYS, LOOK UPSTREAM AND THINK ABOUT THE FACTORS THAT ARE INFLUENCING PEOPLE'S HEALTH. THE MEDICAL MODEL SAYS, HOW DO WE MAKE SURE PEOPLE WHO ARE UNHEALTHY CAN HAVE THE TREATMENTS OR WHATEVER THEY NEED TO RESTORE THEIR HEALTH? BUT IT DOESN'T REALLY LOOK AS MUCH, IN A TRADITIONAL SENSE, IN WHAT WE CAN DO FOR PRIMARY PREVENTION. AS WE BEGIN TO THINK ABOUT THIS FROM THE PERSPECTIVE OF THE VARIOUS WAYS TO TACKLE THESE ROOT CAUSES, WE HAVE TO TALK ABOUT CHRONIC

STRESS, CONTEXT, AND WHERE PEOPLE LIVE AND WHAT ROLE THAT PLAYS IN PEOPLE'S LIVES. WE HAVE TO TALK ABOUT THE ROLE THAT THE INEQUALITY THAT WE SEE, ESPECIALLY THE INCOME INEQUALITY AND THE WEALTH GAPS, HOW THAT THEN PLACES A STRAIN ON FAMILIES AND COMMUNITIES. AND SO HOW ALL OF THESE FACTORS ARE CONTEXTUAL. AND SO WHEN WE'RE LOOKING AT SOMETHING LIKE SERVICE DELIVERY OF A PARTICULAR PROGRAM, WE HAVE TO RECOGNIZE THAT THAT PROGRAM IS ONE OF MANY THAT PEOPLE ARE INTERFACING WITH AND THAT THE REST OF THE CONTEXT OF THEIR LIVES IS GOING TO IMPACT NOT ONLY HOW THEY'RE ABLE TO ACCESS SERVICES BUT WHAT ELSE IS GOING ON IN TERMS OF WHAT THOSE SERVICES ARE LAYERED ON TOP OF. NEXT SLIDE. SO ONE OF THE THINGS THAT WE CERTAINLY HAVE TO CONSIDER HERE IS WHAT THE DEFINITION OF "RACISM" IS. BECAUSE WE OFTEN WILL TALK ABOUT SORT OF HOW THESE THINGS COME TOGETHER, BUT WE'RE NOT ALWAYS CLEAR ABOUT WHAT WE'RE TALKING ABOUT WHEN WE'RE TALKING ABOUT PARTICULAR RACISM. AND I'M GOING TO USE "RACISM" HERE, BUT THERE ARE SOME WAYS IN WHICH THIS CAN BE A -- TO SOME OF THE OTHER IDENTITIES THAT WE HAVE. I WANT US TO BEGIN TO THINK ABOUT THEM IN THESE FOUR DIFFERENT WAYS. THE FIRST IS PERSONALLY MEDIATED RACISM. THAT IS THE RACISM THAT I JOKINGLY LIKE TO REFER TO AS "DISNEY RACISM." THAT'S NOT BECAUSE IT'S OVERPRICED AND YOU HAVE TO -- IT'S A TYPE OF RACISM THAT EVEN A FOUR-YEAR-OLD CAN IDENTIFY. THIS IS THE RACISM WHERE PEOPLE ARE TREATED DIFFERENTLY BASED ON THEIR MEMBERSHIP IN A

GROUP OR WHAT THEY LOOK LIKE. THAT PART IS OFTEN WHERE OUR CONVERSATION ABOUT RACISM ENDS. IT'S WHY PEOPLE WILL SAY STATEMENTS LIKE, "I'M NOT RACIST." TO THAT I WANT TO SAY, WELL, THAT'S A WONDERFUL THINK, BUT IT'S SOMEWHAT INCONSEQUENTIAL. THAT'S NOT THE ONLY TYPE OF RACISM THAT EXISTS. YOUR PERSONAL BEHAVIORS SOMETIMES DON'T EVEN MATTER FOR RACISM TO REAR ITS UGLY HEAD. INTERNALIZED RACISM IS WHEN PEOPLE WHO ARE MEMBERS OF A CERTAIN COMMUNITY BEGIN TO BELIEVE THE NEGATIVE MESSAGES ABOUT THEMSELVES AND THEIR INTRINSIC WORTH. SO WE CERTAINLY SEE THAT IN CONCEPTS LIKE STEREOTYPE THREAT WHERE BLACK AND LATINO STUDENTS WILL PERFORM WORSE ON A TEST IF THEY'RE ASKED TO WRITE DOWN THEIR RACE BEFORE THE TEST. PART OF THAT IS, IT TRIGGERS A STRESS RESPONSE IN THEM THAT THEY ARE MAYBE ASKED TO PERFORM THE TASK AND THAT THEIR PERFORMANCE ON IT MAY HAVE LARGER IMPLICATIONS FOR HOW THEIR ENTIRE GROUP IS VIEWED. IT CONJURES UP THIS LOWER ACADEMIC PERFORMANCE, SO THEY FEEL ADDITIONAL STRESS TO OVER-PERFORM WHEN THEY'VE BEEN ASKED TO WRITE THAT DOWN BECAUSE THEY FEEL LIKE THEY'RE REPRESENTATIVE OF A GROUP. AND SO THAT'S THE TYPE OF INTERNALIZED RACISM WHERE IT'S CREATING STRESS BECAUSE OF YOUR ASCRIBING TO SOME OF THESE DETRIMENTAL BELIEFS. CULTURAL RACISM DETERMINES WHICH QUALITIES OR CHARACTERISTICS ARE VALUED OR DEVALUED. WE SEE BEING A FULLY FORMED MATURE ADULT AS MOVING OUT OF YOUR PARENTS' HOME AND LIVING ON YOUR OWN.

MATURATION MAY BE ACHIEVED IN OTHER WAYS, AND THEY DON'T INVOLVE FLYING THE COOP AS WE SEE IT HERE IN A U.S. CONTEXT. SO THAT IS THEN DETERMINING THAT WHEN YOU'RE NOT MAKING THE MOVE THROUGH THOSE MILESTONES AS DEFINED IN A WESTERN CONTEXT, THAT IS DECIDING THAT THE WESTERN CONTEXT IS THE RIGHT WAY AND, THEREFORE, YOU'RE NOT MATURING BECAUSE YOU'RE NOT MOVING THROUGH IN THE WAY THAT WE'VE DECIDED IS VALUABLE OR PREFERRED. ANOTHER EXAMPLE IS SORT OF THE GLOBALIZATION OF BEAUTY NORMS. SO IF YOU THINK ABOUT MOST OF THE WORLD'S POPULATION, HAVING LIGHT SKIN, LIGHT EYES, AND LIGHT HAIR IS NOT NECESSARILY AN APPROPRIATE BEAUTY NORM. BUT BECAUSE MOST OF THE WORLD'S POPULATION -- MOST OF THE COUNTRIES ON OUR PLANET WERE AT SOME POINT COLONIZED BY WESTERN EUROPE -- IN FACT, ONLY 10 TO 12 COUNTRIES ON THE ENTIRE GLOBE THAT WERE NEVER COLONIZED BY THIS SMALL GROUP OF COUNTRIES -- IT MEANS THAT FOR MOST GROUPS THROUGHOUT THE WORLD, YOU SEE BLOND HAIR, BLUE EYES, AND WHITE SKIN AS A BEAUTY NORM AND AS A PREFERRED WAY OF LOOKING. PART OF THAT IS BECAUSE RACISM IS A STRUCTURAL PROBLEM OF THOSE ECONOMIC AND SOCIAL VALUES. THAT MEANS PEOPLE WHO LOOK MORE LIKE THE PEOPLE IN POWER OFTEN HAVE MORE PRIVILEGES. SO THERE'S A BENEFIT, BOTH ECONOMICALLY AND SOCIALLY, TO LOOKING LIKE THE PEOPLE IN POWER. AND SINCE THERE'S A SMALL GROUP OF PEOPLE WHO HAVE HAD GLOBAL POWER FOR A VERY LONG TIME, MANY PEOPLE HAVE BEGUN TO ASCRIBE VALUE IN LOOKING MORE LIKE THEM. THE IMPORTANT ONE THAT

WE OFTEN OVERLOOK THAT IS INCREDIBLY POWERFUL IN THE WAY THAT IT ESSENTIALLY CONTROLS OUR STRUCTURES AND OUR OPERATIONS ON A DAY-TO-DAY BASIS IS INSTITUTIONAL RACISM -- THEY CAN OFTEN LIVE ON BEYOND THE TIME THAT THEY WERE IN EFFECT, AND THAT'S INCREDIBLY IMPORTANT FOR US TO THINK ABOUT IN TERMS OF THE ROLE THAT THAT HAS IN HOW WE ARE STRUCTURING OUR NEW WORK THAT WE DO ON TOP OF THAT. AND SO A GOOD EXAMPLE OF THAT IS RED-LINING. THE PROCESS THAT THE FEDERAL HOUSING AUTHORITY -- WHEREBY WE TAKE A RED LINE AND CIRCLED COMMUNITIES AND SAID, "THESE ARE HAZARDOUS COMMUNITIES," AND THEY WERE THE COMMUNITIES WHERE BLACK AND LATINO PEOPLE WERE ALLOWED TO LIVE. AND WHAT WE SEE IS THAT EVEN THOUGH THAT PRACTICE WAS DONE AWAY WITH IN 1968, 51 YEARS AGO, WE SEE IT AS RECENTLY AS 2018 THAT TWO-THIRDS OF THOSE COMMUNITIES THAT WERE RED-LINED ARE STILL PREDOMINANTLY BLACK AND LATINO; AND THOSE COMMUNITIES THAT WERE "A" COMMUNITIES, THE ONES THAT WERE MOST DESIRABLE AND WHERE MORTGAGES WERE BACKED AND PARKS WERE CREATED AND WHERE HEAVY INVESTMENT TOOK PLACE, WHAT WE SEE IS THAT 91 PERCENT OF THOSE COMMUNITIES ARE STILL PREDOMINANTLY MIDDLE-TO-UPPER INCOME COMMUNITIES, AND 85 PERCENT ARE STILL PREDOMINANTLY WHITE. THAT IS INSTITUTIONAL RACISM. THE REASON WE STILL SEE THAT IS, EVERY YEAR, LESS THAN 2 PERCENT OF HOMES ARE SOLD. HOUSING IS WHERE -- SOMETHING THAT HAS A GENERATIONAL IMPACT. YOU CAN PASS DOWN HOMES FROM GENERATION TO GENERATION,

AND WE SEE THAT HAPPENING. IN ADDITION, PEOPLE HOLD ON TO HOMES FOR VERY LONG PERIODS OF TIME. EVEN IF YOU BEGIN TO HAVE NEW PRACTICES IN PLACE, IT TAKES A LONG TIME FOR PEOPLE TO -- FOR THEM TO SHOW UP IN WAYS THAT SHIFT THE DYNAMIC IN A COMMUNITY. BUT EVEN BEYOND THAT, PEOPLE LIVING IN "A" COMMUNITIES AND EVEN "B" COMMUNITIES, WHICH ARE STILL CONSIDERED TO BE DESIRABLE AS COMPARED TO THE "C" AND "D" COMMUNITIES, WHICH WERE DECLINING OR HAZARDOUS, WHEN WE THINK ABOUT THOSE COMMUNITIES, WE THINK ABOUT THE FACT THAT THERE WAS GOING TO BE A WEALTH GAP IN PEOPLE THAT OWNED HOMES. THOSE HOMES ARE GOING TO BE WORTH MORE, AND THE ABILITY TO AFFORD A HOME NOW IS GOING TO BE PRETTY SLIM. SO THE IMPORTANCE OF INSTITUTIONAL RACISM, WE HAVE TO THINK ABOUT ALL OF THE OTHER SYSTEMS THAT WERE LAYERED ON TOP OF NEIGHBORHOODS AND COMMUNITIES. WE RED-LINED COMMUNITIES. AND SO THE WAR ON DRUGS WHICH TOOK PLACE, EVEN THOUGH WE KNOW THAT PEOPLE OF ALL RACES AND ETHNICITIES ARE USING DRUGS AT EQUAL PROPORTIONS, BUT THE PEOPLE WHO ARE CRIMINALIZED FOR DRUG USE WERE BLACK AND LATINO, BECAUSE YOU COULD FIND THEM IN COMMUNITIES AND THOSE COMMUNITIES WERE POLICED DIFFERENTLY. WE FUND OUR SCHOOLS IN THE TAX BASE OF OUR NEIGHBORHOODS. SO SINCE WE KNOW RED-LINING HAPPENS AND WE STILL SEE THE IMPACTS OF THAT 50 YEARS LATER, OUR ENTIRE SCHOOL SYSTEM IS ROOTED ON TOP OF THIS RED-LINE PROCESS. SO THAT'S THE INFLUENCE OF INSTITUTIONAL RACISM. ALL IT REQUIRES IS THAT

WE HAVE HISTORICAL SYSTEMS THAT ARE SET UP IN THIS WAY THAT WE HAVE NOT DONE ANYTHING ABOUT IN TERMS OF ACTUALLY RIGHTING THE WRONGS THAT WERE CREATED BY THAT, AND THEN WE CONTINUE TO BUILD UPON THEM. SO THAT IS WHY IT'S IMPORTANT FOR US TO RECOGNIZE THE TYPES OF RACISM. ALL OF US WORK FOR AND ARE INTERFACING ON A REGULAR BASIS WITH INSTITUTIONS THAT HAVE A HISTORY AND A CONTEXT; AND OFTENTIMES, THAT CONTEXT IS RELEVANT TO WHAT HAS PREVIOUSLY HAPPENED AND WHAT OUR POLICIES OF THE DAY WERE. AND SO WE HAVE TO DO SOME RECONCILING WITH THAT IF WE DON'T WANT TO CONTINUE TO MASS PRODUCE THE SAME PATTERNS WE'VE ALWAYS SEEN. NEXT SLIDE. SO THE OTHER THING WE HAVE TO THINK ABOUT IS, IN ADDITION TO THE RACISM THAT COMMUNITIES HAVE EXPERIENCED, THERE ALSO IS CHILDHOOD AND COMMUNITY TRAUMA. SO WHEN WE LOOK AT THIS, WE'RE LOOKING AT THERE ARE ADVERSE CHILDHOOD EXPERIENCES, AND THOSE ARE MEASURES OF ABUSE, NEGLECT, AND HOUSEHOLD DYSFUNCTION THAT HAPPEN BEFORE THE AGE OF 18 AND LEAD TO A HOST OF BEHAVIORAL AND MENTAL HEALTH OUTCOMES -- AND THESE ARE WITHIN COMMUNITIES AND SOCIETIES THAT ARE OPERATING IN THE SAME PATHWAY. WHEN WE BEGIN TO LOOK AT THAT, WE BEGIN TO BETTER UNDERSTAND WHAT'S HAPPENING WITHIN A COMMUNITY, THAT THERE OFTEN ARE PEOPLE WHO ARE LIVING WITHIN HOUSEHOLDS THAT MAY HAVE SOME TRAUMA; BUT ALSO, WE HAVE COMMUNITIES THAT ARE TRAUMATIZED. SO THERE IS AN INTERPLAY BETWEEN THE HOUSEHOLDS AND THE COMMUNITIES THAT CAN MAKE

CERTAIN PEOPLE EVEN MORE VULNERABLE TO TRIGGERS AND EVEN MORE VULNERABLE WHEN IT COMES TO HEALTH OUTCOMES. NEXT SLIDE, PLEASE.

SO WHAT ARE SOME OF THESE SOURCES OF TRAUMA? WELL, SOME OF THEM ARE COMING FROM THE FAMILY. THAT'S WHERE THOSE TRADITIONAL EXPERIENCES COME FROM. THAT'S LOOKING AT PHYSICAL/SEXUAL/EMOTIONAL ABUSE OR NEGLECT, WITNESSING DOMESTIC VIOLENCE, PARENTAL DRUG USE, EVEN LOSS OF A CAREGIVER FROM DEATH, DIVORCE, OR EVEN IMPRISONMENT. WE THINK ABOUT THE SCHOOLS AND NEIGHBORHOODS. THE SAME CAN BE HAPPENING IN TERMS OF THE PHYSICAL AND SEXUAL ABUSE, BUT ALSO WITNESSING VIOLENCE, THE BULLYING AND TEASING THAT CAN OCCUR AND SOME OF THESE INSTITUTIONAL ISSUES RELATED TO LACK OF SAFE HOUSING AND TRANSPORTATION AND BASIC SERVICE PROVISION. THEN THINKING ABOUT THE BROAD SOCIAL FACTORS. WE START TO TALK ABOUT THE CONCENTRATION OF POVERTY THAT HAS OCCURRED BECAUSE OF RED-LINING AND BECAUSE OF THAT DUMPING -- THE LACK OF SOCIAL NETWORKS AND SUPPORT THAT NETWORKING AND ACCESS TO RESOURCES CAN -- PART OF THE BROAD SOCIAL FACTORS. AND ALSO FORCED DISPLACEMENT THAT WE'RE SEEING HAPPENING NOW. WE'RE SEEING PEOPLE DISPLACED, AND EVEN THE COMMUNITIES THAT THEY WERE RELYING ON ARE NOW BEING DISRUPTED. NEXT SLIDE, PLEASE. SO YOU KNOW, THESE DIFFERENT -- THESE ACES AT THE INDIVIDUAL LEVEL AND THEN THE AT COMMUNITY LEVEL, ADVERSE COMMUNITY EXPERIENCES ARE

IMPORTANT BECAUSE, DEPENDING ON WHERE YOU'RE LIVING AND WHAT YOU'RE EXPERIENCING, YOU MAY EXPERIENCE DIFFERENT TYPES OF STRESS. AND SO WE OFTEN THINK ABOUT POSITIVE STRESS. THAT STRESS THAT WE EXPERIENCE THAT'S SORT OF MILD OR MODERATE AND IT'S SHORT-LIVED. IT'S NECESSARY FOR A HEALTHY DEVELOPMENT. IT'S WHAT YOU FEEL BEFORE YOU'RE READY TO GO OUT AND PLAY IN A BIG GAME, OR THE WAY I FELT BEFORE THIS WEBINAR STARTED, WHICH WAS A LITTLE BIT OF STRESS BECAUSE I WANT TO DO A GOOD JOB AND I WANT TO CONVEY THESE MESSAGES TO YOU IN A WAY THAT MAKES SENSE. THAT IS POSITIVE STRESS. THEN WE HAVE TOLERABLE STRESS. IT'S MORE SEVERE, BUT IT'S OFTEN LIMITED IN DURATION, AND THAT ALLOWS YOU TO RECOVER. PART OF THE REASON WHY IT MAY BE LIMITED IN DURATION IS BECAUSE IT EITHER MAY BE A SHORT-LIVED THING -- THINKING ABOUT THOSE WHO LIVE IN SACRAMENTO AND HAVING POOR AIR QUALITY AFTER THE CAMP FIRE THAT HAPPENED IN NOVEMBER. THAT LIKELY INCREASED A LOT OF PEOPLE'S STRESS. BUT IT WAS SHORT-LIVED AND, THE AIR QUALITY RESUMED, AND YOU'RE MOVING BACK AND RECOVERING. AND THERE WERE LOTS OF SUPPORTS THAT WERE HAPPENING IN MANY COMMUNITIES TO MAKE SURE PEOPLE HAVE MASKS AND PEOPLE WERE ALLOWED TO STAY INSIDE AND ALL OF THE THINGS THAT WE CAN DO TO COME TOGETHER TO HELP YOU TOLERATE THE STRESS OF EXPERIENCING THAT COMMUNITY TRAUMA. AND THEN THERE'S TOXIC STRESS. TOXIC STRESS IS EXTREME. IT'S MORE FREQUENT. IT CAN BE THE EXTENDED -- OF THE BODY'S STRESS RESPONSE.

THOSE PEOPLE WHO WERE CLOSE TO THE CAMP FIRES AND WERE THERE WHEN THEY HAPPENED AND LOST THEIR HOMES AND HAVE BEEN DISPLACED AND ARE STILL REELING FROM THAT MAY HAVE BEGUN TO EXPERIENCE TOXIC STRESS. IT'S STILL ONGOING. AND DEPENDING ON WHAT THE OTHER CIRCUMSTANCES ARE OF THEIR LIVES WERE, THEY MAY NOT HAVE HAD SOME OF THAT SOCIAL-EMOTIONAL BUFFERING TO HELP THEM DEAL WITH THAT. MANY OF THE OTHER THINGS WE'VE TALKED ABOUT AS ADVERSE CHILDHOOD OR ADVERSE COMMUNITY EXPERIENCES THAT HAPPEN OVER TIME AND OFTEN, YOU KNOW, DON'T OCCUR WITH THAT SOCIAL-EMOTIONAL BUFFERING ARE THE THINGS THAT CAN LEAD TO TOXIC STRESS, WHICH LEADS TO MANY OF THE BEHAVIORAL AND PHYSICAL AND MENTAL HEALTH OUTCOMES THAT WERE DESCRIBED ON THE PREVIOUS SLIDE. NEXT SLIDE. SO WHEN WE THINK ABOUT THAT, WE HAVE TO THINK ABOUT WHAT IS THE IMPACT ON BRAIN FUNCTION THAT OCCURS BECAUSE OF THIS? AND A LOT OF IT IS WHAT WE MIGHT EXPECT IF WE TAKE A STEP BACK AND THINK ABOUT THESE EXPERIENCES. THE TOXIC STRESS CAN CAUSE DEPRESSION, WHICH WILL SOMETIMES SHOW UP IN OTHER WAYS: A LACK OF ENERGY, A LACK OF MOTIVATION, A LACK OF ENJOYMENT OF ACTIVITIES THAT YOU TYPICALLY WOULD. IT CAN SHOW UP AS MOOD SWING, SEVERE CHANGES IN MOOD THAT OCCUR IN A REALLY SHORT PERIOD OF TIME. IT CAN SHOW UP AS HAVING AN IMPACT ON YOUR MEMORY AND CONCENTRATION. WHEN WE THINK ABOUT THIS, THIS IS SORT OF THE BODY'S WAY OF PROTECTING US FROM SOME OF THESE EXPERIENCES. AND SO I OFTEN SAY TO PEOPLE, "IT'S REALLY NOT

HELPFUL FOR US TO REMEMBER THE WORST DAY OF OUR LIVES AND THEN THE DETAIL OF EVERY MOMENT. WE WOULDN'T BE ABLE TO GET MUCH DONE." PART OF THE REASON THAT WE HAVE MEMORY LOSS AND DIFFICULTY CONCENTRATING IS BECAUSE OUR BRAINS ARE ESSENTIALLY TRYING TO PROTECT US FROM SOME OF THE TRAUMAS WE'VE EXPERIENCED. THE CHALLENGE, THOUGH, IT CAN SOMETIMES BEING MALADAPTIVE. THAT ALSO MEANS THAT WHEN YOU'RE TRYING TO EXECUTE OTHER FUNCTIONS AND YOU'RE HAVING TROUBLE REMEMBERING AND CONCENTRATING, YOU'RE NOT ABLE TO EXECUTE AS WELL, AND IT HAS CONSEQUENCES FOR YOUR OWN WELL-BEING. THE SAME THING IS TRUE FOR SLEEP DISTURBANCES. FOR POPULATIONS THAT ARE EXPERIENCING HOMELESSNESS, IT'S NOT A GOOD IDEA TO SLEEP SOUNDLY THROUGH THE NIGHT, ESPECIALLY IF YOU'RE SLEEPING IN A PLACE THAT'S NEW TO YOU OR IN YOUR CAR OR OUT IN PUBLIC. WE ALSO KNOW THAT CHRONIC SLEEP DEPRIVATION HAS THE SAME IMPACT ON NEUROLOGICAL FUNCTION AS INTOXICATION DOES. WE HAVE PEOPLE WALKING AROUND SORT OF DRY DRUNK ON A REGULAR BASIS IN TERMS OF THEIR CAPACITY FOR FUNCTION AND THEN -- AND REASON AND ALL OF THAT IS BECAUSE OF THE IMPACT OF THAT CHRONIC SLEEP DEPRIVATION. HYPERVIGILANCE. YOU MAY BEGIN TO EXPERIENCE THAT BECAUSE YOU'RE AFRAID OF IT HAPPENING AGAIN. IT'S A VERY COMMON RESPONSE. AND ALSO, THE LOSS OF SELF-CONTROL BECAUSE OF TRIGGERING AND BECAUSE OF SEVERE MOOD SWINGS. AND FOR THOSE WHO ARE EXPERIENCING SOME PHYSICAL VIOLENCE, IT ALSO CAN BE A

DEFENSE MECHANISM TO HIT FIRST AND ASK QUESTIONS LATER AND -- AGAIN, WHICH IS MALADAPTIVE WHEN YOU'RE IN A SITUATION WHERE PEOPLE ARE TRYING TO HELP YOU OR WHERE IT'S NOT PHYSICALLY VIOLENT BUT IT'S YOUR BODY'S WAY OF PROTECTING YOU, OF ACTIVATING THAT FIGHT-OR-FLIGHT RESPONSE IF YOU'RE IN A SITUATION WHERE YOUR PHYSICAL WELL-BEING AND YOUR SAFETY HAS BEEN THREATENED. SO ALL OF THESE THINGS HAVE THIS IMPACT ON YOUR SENSE OF SELF AND ATTACHMENT. PEOPLE ARE OFTEN AWARE THAT THEY'RE GOING THROUGH THIS, BUT THEY DON'T HAVE THE CONTEXT OF UNDERSTANDING WHY, SO THEY FEEL POWERLESS TO DO ANYTHING ABOUT IT. BUT AT THE SAME TIME, ALSO, YOU KNOW, NOT HAVING A GREAT RESPONSE -- NOT HAVING A GREAT FEELING ABOUT HOW THIS IS THEIR RESPONSE TO THE THINGS THAT ARE HAPPENING IN THEIR LIVES. NEXT SLIDE. SO PART OF WHAT I WANT TO DO BY KIND OF FRAMING SOME OF THESE ISSUES IN THIS WAY AND BRINGING OUR ATTENTION TO THIS IS THAT IT IS INCREDIBLY IMPORTANT TO TAKE LIFE LESSONS FROM SOUTHWEST OR UNITED OR DELTA OR WHOEVER YOUR AIRLINE OF PREFERENCE IS. ONE OF THE THINGS THAT THEY ALWAYS GO THROUGH DURING THE SAFETY DEMONSTRATION IS PUTTING ON YOUR OWN OXYGEN MASK BEFORE ASSISTING OTHERS. THAT'S IMPORTANT BECAUSE IF WE DON'T, WE'RE NOT IN A POSITION TO THINK ABOUT HOW WE'RE ABLE TO SERVE OTHERS, AND WE'RE NOT IN A GREAT POSITION TO DO IT, EITHER. PART OF THAT HAS TO BE AN INCREASED AWARENESS ON OUR PART OF WHAT WE'RE BRINGING TO THE TABLE IN EVERY INTERACTION. EQUITY IS NOT

JUST SOMETHING THAT THOSE PEOPLE OVER THERE HAVE TO DEAL WITH. IT'S SOMETHING ALL OF US HAVE TO DEAL WITH. NEXT SLIDE, PLEASE. SO WHEN WE THINK ABOUT THIS, WE'RE TALKING ABOUT INTERSECTIONALITY. AND THE BEST WAY THAT I DESCRIBE INTERSECTIONALITY IS TO DESCRIBE IT THIS WAY. WE'VE ALL HAD THAT EXPERIENCE WHERE WE HAVE APPROACHED A FOUR-WAY INTERSECTION AT THE SAME TIME AS THREE OTHER PEOPLE, USUALLY DURING A BUSY TIME OF THE DAY, AND IT IS UNCLEAR WHO WAS SUPPOSED TO GO FIRST AND WHO HAS THE RIGHT OF WAY. SO WE DO THIS DANCE WHERE WE TELL THE OTHER PEOPLE TO GO. AND THEN THE MOMENT THAT SOMEBODY FINALLY DECIDES TO, WE ALL DECIDE TO GO, AND THEN WE ALL SLAM ON THE BRAKES. AND IN A FRUSTRATED WAY, WE START TO THEN SIGNAL FOR SOMEBODY TO GO. AND WE KEEP DOING THIS DANCE WHERE WE'RE JERKING TO A STOP BECAUSE ALL THE CARS DECIDE AT THE SAME MOMENT, FINE, I'LL JUST GO. AND THEN ALL OF THE CARS, AT THE SAME TIME, ALSO DECIDE TO DEFER TO THE OTHER CARS. SO NOBODY CAN GO FIRST BECAUSE THERE ISN'T A CLEAR RIGHT OF WAY AND WE'RE ALL DOING THIS FRUSTRATING DANCE. AND SO THAT IS THE CONCEPT OF INTERSECTIONALITY. THIS IS THE CONCEPT THAT WE HAVE RACISM, SEXISM -- OUR RACE, GENDER, OUR SEXUAL ORIENTATION, THE IMPACT OF COLONIALISM, THE IMPACT OF CLASS, ALL OF THESE THINGS THAT WE BRING TO THE TABLE AT THE SAME TIME, THAT WE ARE NOT MORE OF OUR RACE THAN WE ARE OUR GENDER. THEY BOTH EXIST AT THE SAME TIME. YOU CAN'T SEE ME, BUT I AM A BLACK WOMAN, AND I AM NOT BLACK SOME DAYS

AND A WOMAN OTHER DAYS. I AM IN EQUAL PROPORTIONS EVERY SINGLE DAY. MY EXPERIENCE IS GOING TO BE DIFFERENT THAN WOMEN OF A DIFFERENT RACE OR ETHNICITY AS ME AND ALSO MEN OF THE SAME RACE OR ETHNICITY AS ME. THAT IS IMPORTANT. THIS CONCEPT IS IMPORTANT FOR US TO RECOGNIZE BECAUSE WE HAVE TO RECOGNIZE WHAT WE'RE BRINGING TO THE TABLE AND WHO WE ARE IN THIS PROCESS. NEXT SLIDE, PLEASE. SO RENEE MYERS HAS THIS GROUP OF WAYS OF KIND OF UNDERSTANDING HOW THE UNITED STATES HAS BEEN ORGANIZED IN THE PAST IN TERMS OF WHO HAS POWER AND WHO IS SORT OF PART OF WHAT SHE CALLS A ONE-UP COMMUNITY AND WHO DOES NOT IN TERMS OF WHO IS CONSIDERED TO BE FROM A ONE-DOWN COMMUNITY. THE FULL CHART IS NOT HERE. THIS IS NOT EXHAUSTIVE, AND NEITHER IS HERS, BUT IT TALKS ABOUT WHAT THAT MEANS IN TERMS OF WHEN WE THINK ABOUT ONE-UP VERSUS ONE-DOWN. AND SO IT CAN BE HELPFUL TO GO THROUGH AND COUNT HOW MANY ONE-UP IDENTITIES DO WE HAVE AND HOW MANY ONE-DOWN IDENTITIES. AND THE WAY SHE DESCRIBES IT, THINKING ABOUT THE ONE-UP AS THE WAYS IN WHICH YOUR IDENTITY IN THAT DOMAIN MAY BE PRIVILEGED, MAY BE ASSUMED TO BE THE NORM AND THE EXPECTATION, AND THAT CAN BE JUXTAPOSED TO THE PEOPLE WHO MAY HAVE A ONE-DOWN IDENTITY. NEXT SLIDE, PLEASE. SO I THINK ANYTIME WE'RE DOING WORK, YOU KNOW, THAT INVOLVES A GROUP, IT'S IMPORTANT FOR US TO RECOGNIZE OUR POSITION WITHIN THAT GROUP. AND SO I AM GOING TO ASK YOU, FOR YOURSELVES, TO JUST SORT OF THINK ABOUT HOW MANY

ONE-UP IDENTITIES DO YOU HAVE, HOW MANY ONE-DOWN DO YOU HAVE, AND DO THEY INTERSECT? HAVE YOU EVER HAD A NEGATIVE EXPERIENCE BECAUSE OF YOUR ONE-DOWN IDENTITY? IT MAY HELP YOU BEGIN TO THINK ABOUT WHERE YOU ARE IN THIS PROCESS AND HOW YOU'RE INTERACTING WITH PEOPLE ON A DAILY BASIS. SO ONE OF THE BIG THINGS THAT IS ASKED OF US, ESPECIALLY AS WE'RE STARTING TO ENGAGE IN THIS WORK, IS THAT WE OFTEN -- IT'S OFTEN VERY EASY FOR US TO VIEW OURSELVES FROM THIS SINGULAR VIEW. AND SO KEN HARDY TALKS ABOUT HOW WE HAVE TO SHIFT FROM THE SINGULAR VIEW TO A MULTI-DIMENSIONAL VIEW OF OURSELVES. SOME PARTS OF OUR IDENTITY WILL ALIGN WITH PRIVILEGE, AND SOME PARTS MAY ALIGN WITH -- WE OFTEN WILL GO THROUGH THE WORLD THINKING ABOUT OURSELVES -- THAT CAN LEAD US TO HAVING THESE BLIND SPOTS WHEN IT COMES TO OTHERS. I USED MYSELF AS BEING A BLACK WOMAN. THOSE ARE BOTH ONE-DOWNS. IT RELATES TO RACE AND GENDER. BUT I ALSO HAVE TO THINK ABOUT MYSELF -- LOOKING AT JUST EVEN THE DOMAINS THAT KEN HARDY LAYS OUT IN THE SLIDE, I HAVE TO THINK ABOUT HOW MY RACIAL AND ETHNIC AND GENDER SELF MAY BE ONE-DOWN, BUT I WAS RAISED IN A PROTESTANT TRADITION, AND THAT'S CONSIDERED TO BE A ONE-UP WITH IDENTITY. I WAS COLLEGE-EDUCATED, AND I WENT TO A TOP 20 SCHOOL. AND MY SEXUAL ORIENTATION AND MY GENDER IDENTITY ARE PRIVILEGED. THAT MEANS THAT I'M GOING TO WALK THROUGH THE WORLD NOT IN THE SAME -- FROM THE SAME PERSPECTIVE OR THE SAME PRIVILEGE AS ANOTHER BLACK WOMAN WHO DOESN'T ALSO EXPERIENCE SOME OF

THOSE OTHER RELIGIOUS, CLASS AND SEXUAL ORIENTATION AND GENDER IDENTITY PRIVILEGES. IF I ONLY SEE MYSELF THROUGH THAT LENS, I DON'T HAVE A WINDOW INTO THE WAYS IN WHICH -- SOME OF THE OTHER WAYS THAT I AM PRIVILEGED MAY BE DIFFERENT FROM PEOPLE WHO DON'T HAVE PRIVILEGE AND HOW OUR EXPERIENCES MAY DIFFER. IT ALSO CAN POTENTIALLY PUT SOME CONSTRAINTS ON HOW I SEE SOME OF THE WAYS IN WHICH THE PRIVILEGE MAY PLAY OUT AS IT RELATES TO INSTITUTIONS. NEXT SLIDE, PLEASE. SO ONE OF THE THINGS THAT MAY HAPPEN IS THAT PRIVILEGE CAN MAKE US OBLIVIOUS TO THE CHALLENGES WE DON'T FACE AND THE WAYS OUR COMMENTS CAN OFFEND OR INJURE SOMEONE. ONE OF THE THINGS I'VE BEEN DOING IS TRY TO ELIMINATE ABLEIST LANGUAGE FROM MY VOCABULARY. ABLEISM IS, AGAIN, ONE OF THE THINGS I HAVE THE PRIVILEGE OF. IT DOES NOT IMMEDIATELY OCCUR TO ME WHEN I WALK INTO A SPACE HOW WIDE THE DOORS ARE, BECAUSE I DON'T HAVE TO NAVIGATE IN A WHEELCHAIR. I DON'T HAVE TO NAVIGATE WITH CRUTCHES OR OTHER ASSISTIVE DEVICES. I DON'T THINK ABOUT WHETHER OR NOT THERE IS A WAY FOR SOMEBODY WHO MAY HAVE TO DO THAT TO BE ABLE TO OPEN THE DOOR ON THEIR OWN. I DON'T THINK ABOUT IF THERE IS A RECESSED CURB FOR THEM TO BE ABLE TO ACCESS A PHYSICAL SPACE. I DON'T THINK ABOUT WHETHER OR NOT THE ELEVATOR IS OUT AND WHAT KIND OF BARRIER THAT MIGHT MAKE FOR SOMEBODY TO BE ABLE TO ACCESS THE SPACE THEY'RE TRYING TO GET TO. I DON'T HAVE TO THINK ABOUT ANY OF THOSE THINGS. IF I AM PLANNING SOMETHING AND I DON'T CONSIDER ANY OF THOSE THINGS,

MY BEHAVIOR CAN BE CONSIDERED EXCLUSIONARY. THOSE ARE NOT THINGS I HAVE TO THINK ABOUT. SO THAT DOESN'T MEAN THAT MY WAY OF BEING IS WRONG, BUT IT DOES MEAN THAT WHEN I AM ENGAGING IN THE PLANNING PROCESS, I NEED TO BRING SOMEBODY ELSE IN TO HAVE A GREATER AWARENESS OF WHAT I MIGHT NEED TO DO TO MAKE THIS SPACE MORE ACCOMMODATING. ALSO, I MENTIONED THE ABLEIST LANGUAGE, THE WAY THEIR COMMENTS CAN OFFEND OR INJURE SOMEONE. IF YOU THINK THROUGH A LOT OF THE TRADITIONAL WAYS OF TALKING, WE HAVE A LOT OF ABLEIST LANGUAGE. THERE WAS A TIME WHEN WE REFERRED TO THINGS AS "LAME," WHICH MEANT THEY WERE NOT DESIRABLE. EVEN THE LANGUAGE WE USE IMPLIES A PREFERENCE FOR ONE OR -- THE PRIVILEGE OF NOT HAVING CERTAIN DISABILITIES. WE NEED TO BE MINDFUL OF HOW THAT MIGHT FEEL IF YOU HAPPEN TO BE SOMEBODY WHO IS EXPERIENCING SOME OF THOSE. AND SO IT'S REALLY IMPORTANT FOR US TO BE AWARE OF THE WAYS IN WHICH WE DON'T HAVE PRIVILEGE AND THE WAYS IN WHICH WE ALSO DO. SO PART OF THE REASON WHY I THINK IT'S IMPORTANT FOR US TO TAKE A STEP BACK AND THINK ABOUT SOME OF THIS IS BECAUSE THIS ALSO INTERSECTS WITH A CONCEPT CALLED "IMPLICIT BIAS." I LIKE THIS SLIDE BECAUSE IT SHOWS THREE DIFFERENT PEOPLE DRESSED IN VERY DIFFERENT WAYS. AND IF YOU WERE TO SEE THESE PEOPLE ON THE STREET DRESSED IN THESE DIFFERENT WAYS, YOU WOULD LIKELY HAVE A VERY DIFFERENT RESPONSE TO EACH OF THEM DEPENDING ON, ALSO, WHERE YOU WERE, WHAT TIME OF DAY IT IS, WHO ELSE YOU WERE WITH, AND HOW THEY WERE BEHAVING.

THOSE ARE ALL BIASES THAT WE HAVE. THEY ARE BASED ON THE WAY THAT WE MAKE DECISIONS. WE'RE NOT CONFRONTED WITH THAT SAME PERSON DRESSED SEVEN DIFFERENT WAYS TO BE ABLE TO BE MINDFUL TO HOW WE WOULD RESPOND TO THEM BASED ON THEIR APPEARANCE, BUT THIS HELPS US TO REMIND OURSELVES THAT WE ARE MAKING SPLIT-SECOND DECISIONS BASED ON HOW THEY LOOK; AND OFTEN, THOSE JUDGMENTS ARE BIASED BASED ON OUR OWN PERSONAL EXPERIENCES. NEXT SLIDE, PLEASE. SO IMPLICIT BIAS IS THIS IDEA THAT WE HAVE THESE ATTITUDES OR STEREOTYPES THAT AFFECT OUR UNDERSTANDINGS, ACTIONS, AND DECISIONS IN AN UNCONSCIOUS MANNER. THEY CAN BE FAVORABLE OR UNFAVORABLE, BUT THEY'RE ACTIVATED INVOLUNTARILY. SO WHEN WE SAY "FAVORABLE OR UNFAVORABLE" AND "ACTIVATED INVOLUNTARILY," THAT MEANS THAT WHEN YOU SEE SOMEONE, THESE IDEAS ARE AUTOMATICALLY CONJURED UP IN YOUR MIND EVEN IF YOU'RE NOT THINKING, "I REALLY TRUST THIS PERSON." YOU SOMETIMES WILL BEHAVE THAT WAY. YOU CAN EITHER GIVE PEOPLE THE BENEFIT OF THE DOUBT, OR YOU CAN VIEW THEM SORT OF STARTING OFF AS A DEFICIT THAT THEY HAVE TO MAKE UP. THE BIG THING TO KNOW IS THAT, A, IT MAY NOT NECESSARILY REFLECT YOUR DECLARED BELIEFS. YOU MAY SEE YOURSELF AS SOMEONE WHO REALLY VIEWS EVERYONE THE SAME, BUT YOUR IMPLICIT BIASES MAY HAVE A MIND OF THEIR OWN. THEY OFTEN CAN EITHER FAVOR YOUR OWN GROUP OR FAVOR THE GROUP THAT'S IN POWER. AND SO A LOT OF IT HAS TO DO WITH THE MESSAGES THAT WE'RE GIVEN, ABOUT THE MESSAGES OF WHO IS

TRUSTWORTHY AND WHO ISN'T. IF YOU HAPPEN TO HAVE A LOT OF ONE-UP IDENTITIES, YOU MAY BEGIN TO SEE PEOPLE WITH LESS POWER AS BEING MORE -- THE OTHER IMPORTANT THING TO KNOW ABOUT IMPLICIT BIAS IS THAT IT'S MALLEABLE. WE ACTUALLY CAN BEGIN TO SHIFT AWAY FROM HAVING THOSE BIASES. NEXT SLIDE, PLEASE. SO ONE OF THE THINGS THAT WE THINK IS REALLY IMPORTANT, AS YOU'RE THINKING ABOUT THE WORK THAT YOU DO, ESPECIALLY WITH CLIENTS, TO GIVE IT ALL THE CONTEXTUAL FACTORS WE HAVE, GIVEN THAT WE MAKE THESE SNAP JUDGMENTS ABOUT PEOPLE OFTEN BASED ON HOW THEY LOOK, IT'S IMPORTANT FOR US TO TAKE A STEP BACK AND CHANGE THE FRAME. IT MEANS THAT INSTEAD OF ASKING WHAT'S WRONG WITH SOMEONE, WE NEED TO START ASKING OURSELVES WHY WOULD A REASONABLE PERSON BEHAVE THIS WAY. AND THE REASON FOR THAT IS, SOMETIMES WHEN WE SEE BEHAVIOR THAT FEELS COUNTERPRODUCTIVE OR INAPPROPRIATE, WE IMMEDIATELY GO TO, "WHAT IS WRONG WITH THIS PERSON," INSTEAD OF ASKING OURSELVES, "WHAT HAPPENED?" BECAUSE IF WE ASSUME POSITIVE INTENT, WE ASSUME THAT PEOPLE WANT TO MEET THEIR OWN NEEDS, AND THEN WE RECOGNIZE THAT SOMETIMES, BECAUSE OF WHAT PEOPLE HAVE PREVIOUSLY EXPERIENCED ON THEIR OWN, THEY MAY ENGAGE IN WHAT I CALL "SUICIDAL ATTEMPTS" TO MEET THEIR NEEDS. WHAT THAT MEANS IS WAYS THAT ARE SOMETIMES SELF-DESTRUCTIVE THAT THEY'RE TRYING TO GO ABOUT GETTING A NEED MET THAT IS VIEWED BY EVERYONE ELSE AS INAPPROPRIATE AND DETRIMENTAL, BUT THEY'RE ULTIMATELY JUST A POOR SKILL SET OR MAYBE

EVEN A TRAUMA RESPONSE TO TRYING TO GET THEIR NEEDS MET. SO IF WE ASK, "WHY WOULD A REASONABLE PERSON BEHAVE THIS WAY," WE OFTEN WILL BEGIN TO IDENTIFY BARRIERS. IT MAKES US CURIOUS AS OPPOSED TO WHEN WE THINK THAT SOMETHING IS WRONG WITH THE PERSON, WE IMMEDIATELY GO TO, "HOW DO WE PUNISH THEM," AND WE VIEW THEM FROM THE PERSPECTIVE OF A DEFICIT INSTEAD OF A BARRIER. AND SO THAT CURIOSITY CAN BE IMPORTANT IN TERMS OF HOW WE FRAME THINGS. IT REMINDS US THAT THE PEOPLE WHO NEED THE MOST LOVE ASK FOR IT IN THE MOST UNLOVING WAY. IT WOULD BE A LOT EASIER TO RENDER SERVICES OVERALL IF EVERYBODY CAME IN AND THANKED YOU FOR YOUR SERVICE AND WAS KIND AND ACCOMMODATING AND DID EVERYTHING BY THE BOOK. AND UNFORTUNATELY, THAT'S NOT THE CASE. AND IN SOME WAYS, BECAUSE THE VERY THINGS THAT -- THE VERY STRUCTURES THAT ARE IN PLACE THAT PUT PEOPLE SOMETIMES IN A SITUATION WHERE THEY ARE IN NEED OF ADDITIONAL SERVICES ARE ALSO THE STRUCTURES THAT HAVE MADE IT VERY DIFFICULT FOR THEM TO HAVE SOME OF THOSE COPING FACTORS SO TO BE ABLE TO ACCESS THOSE SERVICES IN THE WAYS THAT WE'VE STRUCTURED AROUND THEM. SO WE NEED TO BE MINDFUL OF THAT. NEXT SLIDE, PLEASE. SO THE NEXT THING WE NEED TO DO IF WE ARE REALLY THINKING ABOUT EQUITY AND ENGAGING COMMUNITIES IS UNDERSTAND THE STORY. LEARN THE STORY OF WHERE YOU ARE. LEARN THE STORY OF WHERE YOU'RE WORKING. LEARN THE STORY OF THE PEOPLE WHO ARE COMING IN AND ACCESSING SERVICES, BECAUSE COMMUNITIES HAVE A

HISTORY. THEY ARE ACTIVELY, EVERY DAY, WRITING A STORY ABOUT THEMSELVES, AND THAT STORY STARTED LONG BEFORE YOU SHOWED UP, LONG BEFORE EVEN MANY OF US WERE BORN. SO KNOWING WHAT'S HAPPENED, BEING CURIOUS, AND BEGINNING TO UNDERSTAND THE CONTEXT CAN HELP US RECOGNIZE AND PREEMPT SOME OF THE ACCESS BARRIERS. SOMETIMES IT'S A MATTER THAT WE DON'T KNOW THE COMMUNITY WELL ENOUGH TO KNOW WHY PEOPLE ARE STRUGGLING WITH GETTING TO AN APPOINTMENT, WHY PEOPLE ARE STRUGGLING WITH TAKING ADVANTAGE OF THE SERVICES THEY'VE BEEN GIVEN, WHY PEOPLE ARE STRUGGLING WITH FOLLOW-UP, RIGHT? SO WE CAN IDENTIFY SOME OF THOSE BARRIERS AND BEGIN TO UNDERSTAND SOME OF THAT CONTEXT AND THE STORY OF WHAT'S HAPPENING IN A COMMUNITY. WE CAN BEGIN TO UNDERSTAND SOME OF THEIR CONCERNS. IS IT POSSIBLE THAT SOMEBODY CAME ALONG DOING THE SAME WORK THAT YOU'RE DOING AND DID IT IN A WAY THAT THAT WAS HARMFUL? THEN YOU BEGIN TO LEARN THE STORY. YOU ALSO CAN LEARN WHAT THE FEARS ARE, WHERE THE COMMUNITY MAY HAVE SOME SIGNIFICANT MISTRUST, WHAT QUESTIONS THEY MAY HAVE. IT MAY NOT BE THAT THERE'S MISTRUST. IT MAY BE THAT THEY'RE UNSURE OR UNCLEAR. SO BY BEING, ONCE AGAIN, CURIOUS AND REALLY TAKING THE TIME TO LEARN A COMMUNITY, YOU'RE IN A MUCH BETTER POSITION TO BE ABLE TO PROVIDE QUALITY SERVICES. AND SO WE LEARN COMPASSION INSTEAD OF STEREOTYPING. I THINK THIS IS IMPORTANT TO BRING UP IN PUBLIC HEALTH BECAUSE, VERY OFTEN, WE ARE HAVING CONVERSATIONS ABOUT

POPULATIONS. AND SO THOSE CONVERSATIONS ARE ABOUT PATTERNS THAT WE SEE AMONG POPULATIONS. AND SO WE'VE GROUPED PEOPLE, AND SOMETIMES THOSE GROUPINGS ARE NOT QUITE AS FINE AS WE WOULD LIKE THEM TO BE. AND WHAT I MEAN BY "AS FINE" IS, THEY MAY BE OVERBROAD IN SOME RESPECTS AND MAY NOT ALWAYS CAPTURE THE INTERSECTIONALITY WITHIN A COMMUNITY. WHEN WE'RE LOOKING AT RACE AND ETHNICITY -- GOING BACK TO OUR SLIDE WITH THE INTERSECTIONS ON IT -- THERE ARE GOING TO BE PEOPLE WITHIN A COMMUNITY OF RACIAL OR ETHNIC CATEGORIES. THEY'RE GOING TO HAVE DIFFERENT EXPERIENCES, AND THERE'S GOING TO BE GREAT DIVERSITY WITHIN THE CATEGORY. SOMETIMES WE DON'T ALWAYS LEARN COMPASSION. WE START TO JUST THINK ABOUT THE DATA THAT WE'VE SEEN BASED ON GROUPS, AND WE START TO STEREOTYPE INSTEAD OF REALLY UNDERSTANDING THE STORY AND UNDERSTANDING WHERE PEOPLE FIT INTO THE STORY. IT ALLOWS US TO CAPITALIZE ON TWO THINGS. I THINK PUBLIC HEALTH IS GREAT BECAUSE IT'S A MARRIAGE OF BOTH WHAT WE UNDERSTAND ABOUT THE INDIVIDUALIZATION OF MEDICINE AND ALSO WHAT WE UNDERSTAND ABOUT THE GROUPINGS OF SOCIOLOGY. SO WE ARE IN A POSITION, WHEN WE LEARN COMPASSION, OF BEING ABLE TO UNDERSTAND WHAT THOSE BROADER PATTERNS ARE. YOU LEARN THE STORY, BUT THEN ALSO BEING ABLE TO FIGURE OUT HOW AN INDIVIDUAL MIGHT FIT INTO THOSE PATTERNS. YOU'RE ADVANCING THEM AS AN INDIVIDUAL BUT ALSO RECOGNIZING THAT THEY ARE AN INDIVIDUAL THAT EXISTS WITHIN A CONTEXT, AND THAT'S MUCH BETTER

THAN INDIVIDUALIZING EVERYBODY AND TAKING THEM OUT OF THE CONTEXT OR MAKING EVERYBODY A REPRESENTATIVE OF THEIR CONTEXT AND NOT UNDERSTANDING THEIR OWN STORY. NEXT SLIDE, PLEASE. THE NEXT THING THAT WE WANT TO DO WHEN WE'RE THINKING ABOUT EQUITY IS TO AVOID CRIMINALIZATION. WHAT I MEAN BY "CRIMINALIZATION" IS NOT JUST MAKING IT SO THAT WE ARE ACTUALLY ENGAGING IN CALLING THE POLICE ON PEOPLE, ESPECIALLY PEOPLE WHO HAVE A HISTORY OF NEGATIVE INTERACTIONS WITH LAW ENFORCEMENT, BUT WE'RE ALSO THINKING ABOUT THE WAYS IN WHICH WE ARE CONSTANTLY FOCUSING ON A PUNITIVE MODEL FOR HOW WE APPROACH PEOPLE. WE HAVE TO RECOGNIZE THAT THE HISTORY OF POLICING HAS RESULTED IN A WIDESPREAD FEAR AND MISTRUST IN COMMUNITIES, AND SO NOT EVERYBODY SEES THE POLICE AS AN ENTITY THAT YOU WANT TO CALL THAT COMES TO HELP AND THAT MANY PEOPLE IN CERTAIN COMMUNITIES, THEIR PRIMARY INTERACTIONS WITH POLICE ARE IN POSITIONS OF FEAR OF ARREST OR FEAR OF HARASSMENT. AND SO WE NEED TO BE MINDFUL THAT WE WANT TO AVOID CALLING LAW ENFORCEMENT EXCEPT IN EXTREME CIRCUMSTANCES. I BRING THIS UP BECAUSE THERE HAVE BEEN A LOT OF HIGH-PROFILE CASES WHERE WE IMMEDIATELY INVOLVE LAW ENFORCEMENT ON SOMETHING THAT WAS EITHER NOT AGAINST THE LAW OR MAYBE WAS SLIGHTLY UNCOMFORTABLE, AND THAT CAN CAUSE MAJOR MISTRUST WHEN PEOPLE ARE THINKING THAT THAT MIGHT HAPPEN TO THEM IN A PLACE WHERE THEY ARE TRYING TO ACCESS SERVICES. WE DO NEED TO THINK ABOUT CONSIDERING ANOTHER

SAFETY PLAN FOR STAFF TO HANDLE DISPUTES. THAT DOESN'T MEAN THAT THERE WILL NOT BE OPPORTUNITIES WHERE THE POLICE NEED TO BE CALLED, BUT IF WE'RE THINKING ABOUT A SAFETY PLAN, IT SHOULD NOT BE THAT A PERSON SHOWED UP AND DISAGREES WITH SOMETHING AND OUR FIRST STEP IS TO CALL THE POLICE. WE WANT TO BE MINDFUL OF WHAT THE STORY OF THE NEIGHBORHOOD IS AND WHAT THE CONTEXT IS AND REALLY BEING MINDFUL OF WHEN WE ACTUALLY NEED PEACE OFFICERS TO COME AND TO INTERVENE AND WHEN WE MAY JUST HAVE A DIFFERENCE OF OPINION OR SOMEBODY WHO IS UPSET ABOUT SOMETHING. WE NEED TO REALLY HAVE SOME ADDITIONAL CONVERSATIONS ABOUT HOW WE CAN AVOID MAKING IT SO THAT WE'RE HAVING PEOPLE WHO DON'T TRUST SYSTEMS THAT ARE ULTIMATELY THERE TO BE ABLE TO PROVIDE SERVICES AND SUPPORT. NEXT SLIDE. THE NEXT ONE IS THINKING ABOUT HIRING FROM WITHIN THE COMMUNITIES THAT WE'RE SERVING. THERE IS THIS CONCEPT THAT IS DESCRIBED CALLED "MISTAKING THE MIRROR FOR MERIT." WHAT IT MEANS IS, WE ARE OFTEN LIKELY TO TRUST AND ELEVATE AND TO WANT TO BE AROUND PEOPLE WHO ARE LIKE US IN A LOT OF WAYS. IT CERTAINLY DECREASES CONFLICT, AND WE GET THAT, BUT SOMETIMES WHAT CAN HAPPEN AND WHAT CAN BREED DISTRUST WITHIN COMMUNITIES IS THAT WE HAVE PROGRAMS WHERE PEOPLE ARE PAID TO DO WORK, AND VERY FEW OF THE PEOPLE WHO ARE HIRED INTO THOSE POSITIONS ARE FROM THE COMMUNITY. AND THEN WE SHOW UP IN THE COMMUNITY, AND THE CRITICAL SUCCESS FACTORS FOR THAT PROGRAM OR PROJECT ARE COMMUNITY

ENGAGEMENT, AND WE HAVE TO GO OUT AND FIND PEOPLE WHO ARE GOING TO VOLUNTEER FOR FREE TO DOING SOMETHING THAT'S A CRITICAL SUCCESS FACTOR OF THIS JOB -- OR THIS PROGRAM. AND SO ONE OF THE THINGS WE NEED TO TAKE A STEP BACK AND ASK IS, THESE JOBS DO REQUIRE THAT -- SUCH AS DEGREES OR, YOU KNOW -- OR EVEN IF THEY REQUIRE ACADEMIC OR JOB EXPERIENCE IN THE PAST, MAYBE THEY REQUIRE SOME LIVED EXPERIENCE IN THE COMMUNITY. MAYBE THE CRITICAL SUCCESS FACTORS ARE THINGS LIKE, YOU KNOW, DO YOU HAVE A RELATIONSHIP WITH VARIOUS INSTITUTIONS WITHIN THE NEIGHBORHOOD? ARE YOU ABLE TO DO SOME RECRUITING WITHIN THOSE? DO YOU SPEAK THE LANGUAGE? WHAT ARE YOUR RELATIONSHIPS? THAT MAY BE THE THING THAT YOU NEED TO ADDRESS SOME OF THE CONCERNS THAT ARE HIGH PRIORITIES FOR A PROGRAM. SO WHEN WE DO THAT, WE KIND OF TAKE A STEP BACK. INSTEAD OF HIRING THE SAME PEOPLE WHO LOOK LIKE US, IN TERMS OF THEIR RESUMES, AND BEGIN TO THINK ABOUT WHAT IS NEEDED FOR THIS PROGRAM AND WE START TO THINK ABOUT DOES THE JOB DESCRIPTION FIT THAT AND HOW CAN WE BETTER MAKE IT SO WE ARE NOT JUST SERVING A COMMUNITY BUT PARTNERING WITH A COMMUNITY, AND WE'RE ACTUALLY HIRING PEOPLE WHO ARE WELL-EQUIPPED TO DO ALL ASPECTS OF THE JOB, NOT JUST THE SORT OF -- THE ACADEMIC ONES. NEXT SLIDE, PLEASE. SO THIS BRINGS US TO SORT OF -- THOSE ARE SOME OF THE THINGS THAT WE WANT TO THINK ABOUT FROM EQUITY CONSIDERATIONS IN TERMS OF HOW WE'RE APPROACHING THE WORK WE'RE DOING AND HOW

WE'RE APPROACHING THE PEOPLE. BECAUSE A LOT OF WHAT HAPPENS WITHIN AN INSTITUTION IS THAT IF WE'RE NOT SEEING PEOPLE IN THEIR CONTEXT AND WITH THEIR STORIES, THEN WE PASS OUR LITTLE "P" POLICIES THAT ARE ALREADY WITHIN AN INSTITUTIONAL CONTEXT. THEY THEN CAN BE REPLICATED. WE'RE REPLICATING THOSE IMPLICIT BIASES THAT ARE ALREADY SITTING ON TOP OF A FOUNDATION OF INEQUITY BECAUSE OF THE INSTITUTION'S HISTORY. WHEN WE'RE THINKING ABOUT ENGAGING COMMUNITIES WITH ALL OF THESE DIFFERENT SYSTEMS THAT ARE INTERACTING WITH ONE ANOTHER, WE WANT TO BE MINDFUL OF THE WAYS IN WHICH WE BAKE IN OUR PROCESSES, KEEP IN MIND THE REAL AND LIVED EXPERIENCES OF COMMUNITIES AND ARE NOT REINFORCING SOME OF THE DANGEROUS AND DAMAGING POWER DYNAMICS THAT ALREADY EXIST. NOW WE'VE COME TO THE END OF THE WEBINAR. I WANT TO OFFER AN OPPORTUNITY FOR PEOPLE TO ASK QUESTIONS IF THEY HAVE SOME. THE BIG THING, THE TAKEAWAY, THAT NUGGET THAT WAS MENTIONED AT THE VERY BEGINNING: WHAT IS SOMETHING THAT YOU'RE CURRENTLY DOING THAT YOU'RE GOING TO STOP DOING BECAUSE IT ISN'T WORKING? WHAT IS SOMETHING THAT YOU HAVEN'T ALREADY DONE THAT YOU ARE GOING TO START DOING BECAUSE IT MAY WORK? AND WHAT ARE YOU ALREADY DOING THAT YOU'RE GOING TO CONTINUE DOING BECAUSE IT WORKS AND THIS IS A REALLY SORT OF MODIFIED VERSION OF A CONTINUOUS QUALITY IMPROVEMENT PROCESS OF THINKING ABOUT THE WAYS IN WHICH AS WE LEARN ABOUT EQUITY AND AS WE LEARN ABOUT SOME OF THE

CONSIDERATIONS AND AS WE LEARN ABOUT SOME OF THE WAYS THAT OUR INSTITUTIONS MAY HAVE OPERATED IN THE PAST THAT MAY NOT HAVE BEEN PRODUCTIVE, HOW DO WE GO BACK AND IDENTIFY THE THINGS THAT ARE WORKING? HOW DO WE IDENTIFY THINGS THAT WE WANT TO INNOVATE OR TRY OR WANT TO MOVE IN THAT DIRECTION BECAUSE THERE'S EVIDENCE THAT IT CAN BE HELPFUL? AND WHAT ARE SOME OF THE THINGS THAT WE'RE TAKING A SECOND LOOK AT AND SAYING, "THIS MAY BE NEUTRAL AND MAY NOT BE HELPING OR HURTING", OR IT REALLY MAY BE SOMETHING THAT'S NOT PRODUCTIVE TO THE OUTCOMES WE WANT TO SEE, AND WHAT CAN WE DO TO STOP THAT? IF WE ENGAGE IN THIS CONSTANT REFLECTION OVER TIME, WE WILL BEGIN TO MOVE FORWARD. WE'RE ALWAYS GOING TO HAVE CHALLENGES, BUT I ALWAYS THINK ABOUT IT AS MY GOAL IS THAT, YOU KNOW, IN FIVE YEARS, WE'RE GOING TO HAVE SOME SLIGHTLY DIFFERENT PROBLEMS THAN WE HAVE NOW BECAUSE WE'RE WORKING BETTER. AND MY HOPE IS THAT THE NEXT GENERATION HAS EVEN DIFFERENT PROBLEMS THAN THE ONES WE'RE TALKING ABOUT RIGHT NOW. EVEN IF THEY'RE THE -- WITH SOME OF THE SAME THINGS, WE'VE MADE SOME PROGRESS. SO NOW THEY'RE APPROACHING THE NEXT FRONTIER IN ADDRESSING SOME OF THESE CHALLENGES. I'M GOING TO STOP THERE AND OPEN IT FOR US TO BE ABLE TO ASK SOME QUESTIONS.

>> HELLO. THIS IS JESSICA AGAIN. I JUST WANTED TO LET EVERYONE KNOW THAT YOU CAN ASK QUESTIONS VIA THE QUESTIONS PANE ON THE WEBINAR SCREEN. YOU CAN SUBMIT ANY QUESTIONS TO

CALFRESHSSI@DSS.CA.GOV. ANY QUESTIONS WE RECEIVE, WE WILL FOLLOW UP AND WE'LL GET BACK TO YOU. WE JUST WANTED TO REITERATE THAT. WE'RE GOING TO GO AND MOVE ON TO THE NEXT SLIDE. DR. FLO, WE'LL FOLLOW UP WITH YOU AFTER THE WEBINAR IF WE GET ANY QUESTIONS.

>> ABSOLUTELY. YES. THIS IS IN A DIFFERENT ORDER THAN THE LAST ONE. SO WE THINK ABOUT RESOURCES. THE GOAL IS TO CONTINUE THE CONVERSATION AND THE LEARNING THAT YOU'RE HAVING WITH THESE WEBINARS. THE BIG THING IS, WITHIN AN ORGANIZATION, YOU WANT TO DEVELOP A COMMON LANGUAGE AND UNDERSTANDING. AND SO PART OF THAT IS UNDERSTANDING THE IMPLICIT BIAS. THE HARVARD IMPLICIT BIAS TEST IS AVAILABLE ONLINE FOR FREE. WHAT ARE SOME OF THE THINGS THAT MAY ALREADY BE HAPPENING WITH YOU AND WITH YOUR STAFF THAT THEN MAY BE CREATING BARRIERS FOR THE WAYS IN WHICH YOU ARE ENGAGING OR IMPACTING THEM IN WAYS YOU'RE NOT AWARE OF? SOME OTHER SUGGESTED READING. DEBBY IRVING HAS THIS BOOK "WAKING UP WHITE." "RACISM WITHOUT RACISTS" BY EDUARDO BONILLA-SILVA. THIS CAN HAPPEN EVEN IF WE DON'T HAVE, YOU KNOW, THE TRADITIONAL RACISM THAT WE'VE ALWAYS BEEN ABLE TO POINT TO AND SAY, "WOW, THOSE PEOPLE ARE BEHAVING DEPLORABLY." WE STILL HAVE SYSTEMS THAT ARE BEHAVING THIS WAY. "BETWEEN THE WORLD AND ME" IS TA-NEHISI COATES'S BOOK. IT'S HOW A LIFE IS LIVED WITH INTERSECTION, WITH SOME OF THE CONCEPTS THAT WE'RE TALKING ABOUT HERE. BUT THE BIG RESOURCE I THINK IS HELPFUL IS VERNA A. MYERS. THE MAIN TITLE IS, "WHAT IF I SAY THE WRONG

THING?" THAT'S ACTUALLY WHERE -- THIS IS ONE OF THE BOOKS WHERE THAT TABLE THAT I SHOWED, THAT SHOWED UP ONE-UP AND ONE-DOWN IDENTITIES COMES FROM. SHE HAS A LOT OF LANGUAGE AND FRAMING THAT IS REALLY HELPFUL FOR AN ORGANIZATION TO IDENTIFY WITH SOME OF THOSE CHALLENGES AND FOR INDIVIDUALS, ALSO, TO THINK ABOUT THE ROLE THAT THEY CAN PLAY IN CREATING SOME OF THE INSTITUTIONAL SHIFTS THAT ARE NECESSARY TO SEE EQUITY WORK TAKE ROOT.

>> ALL RIGHT. THANK YOU AGAIN FOR THAT FANTASTIC PRESENTATION. I TRULY APPRECIATE THE PERSPECTIVE THAT YOU BROUGHT TO THIS DISCUSSION TO TEACH US ALL ABOUT IMPROVING DIVERSE COMMUNITIES AND RACIAL EQUITY. I KNOW I FOUND THE TOPIC ON THE DIFFERENT LEVELS OF RACISM VERY INTERESTING. THERE'S SO MANY DIFFERENT DETAILS AND PERSPECTIVES THAT PEOPLE HAVE BASED OFF OF THEIR EXPERIENCES, WHERE THEY GROW UP, WHAT COMMUNITY THEY LIVE IN; AND I APPRECIATE ALL THE EXAMPLES YOU PROVIDED FOR CONTEXT, AS WELL. I HOPE THAT OUR CUSTOMERS FOUND THIS INFORMATION HELPFUL. I WANTED TO HIGHLIGHT A FEW MORE RESOURCES THAT ARE AVAILABLE ON OUR CALFRESH WEBSITE. OUR CDSS TEAM HAS PUT TOGETHER AN ACCESS RESEARCH TOOLKIT FOR COUNTY OFFICES AS WELL AS THE COUNTIES ROUNDTABLE READINESS PRESENTATIONS. AND THOSE COUNTIES INCLUDE RIVERSIDE, SOLANO, AND VENTURA. AND IN ADDITION, OUR CALFRESH POLICY TEAM HAS ALSO PUT TOGETHER A POLICY REFRESHER SERIES, WHICH IS AVAILABLE ONLINE ON OUR CALFRESH WEBSITE. NEXT SLIDE,

PLEASE. AND ONE FINAL REMINDER, YOU CAN VIEW ALL OF OUR WEBINARS
IN THE ACCESS FOR ALL AT OUR WEBSITE AT
WWW.CDSS.CA.GOV/CALFRESHSSI. IF YOU HAVE QUESTIONS REGARDING
THIS WEBINAR, YOU MAY ALSO EMAIL US AT CALFRESHSSI@DSS.CA.GOV.
WITH THAT, THAT'S GOING TO BE ALL FOR TODAY. I WANT TO THANK
EVERYBODY FOR LISTENING TO TODAY'S WEBINAR, AND HAVE A GREAT DAY.